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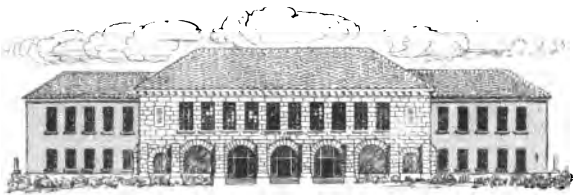
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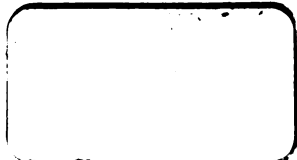
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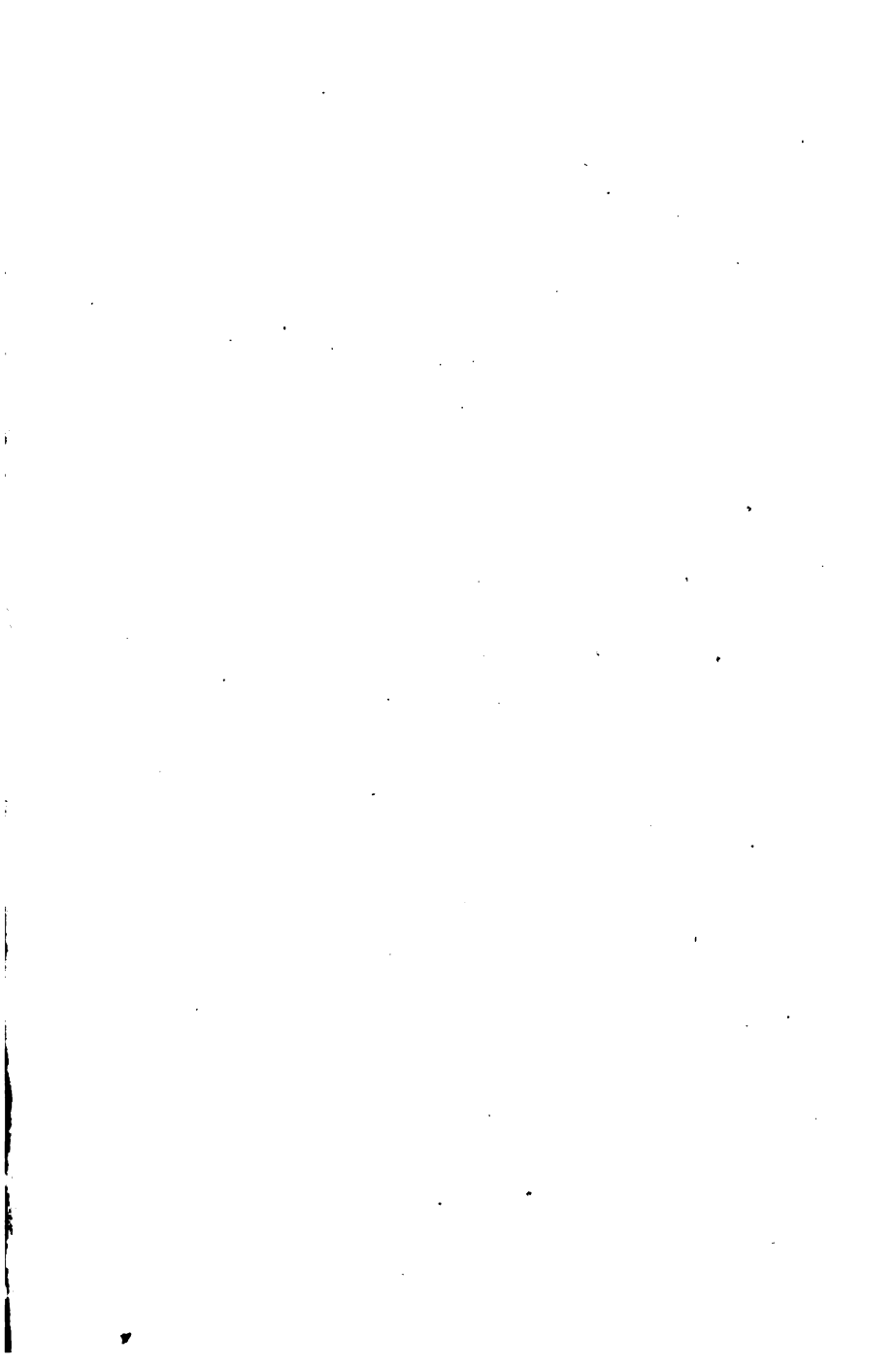
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BOOK OF

# BUSINESS LETTERS

COMPILED FROM ACTUAL WORK, FOR THE USE OF TEACHERS,  
STUDENTS, STENOGRAPHERS, AND TYPEWRITERS

BY CHARLES CURRIER BEALE

*Part One, Second (revised) edition*



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DEPARTMENT OF EDUCATION  
LELAND STANFORD JUNIOR UNIVERSITY

**DEDICATORY**

**TO ALL WHO HAVE STUDIED ARE STUDYING AND WILL STUDY  
PHONOGRAPHY**

**ESPECIALLY THOSE WHO HAVE USED ARE USING OR WILL USE  
SIMPLIFIED PHONOGRAPHY**

**THIS LITTLE BOOK IS DEDICATED WITH THE SINCERE WISH THAT  
IT MAY PROVE A STEPPING STONE TO THAT  
ACTUAL PRACTICE**

**TO WHICH SO MANY THOUGHTS AND EFFORTS ARE DEVOTED**

## INTRODUCTORY.

Feeling the need of a good dictation book, to consist of actual letters, which have been dictated and sent out in regular course of business, the compiler has prepared this book, partly from his own notebooks of dictation taken in former stenographic positions, and partly through the kind assistance of some of his own pupils, who have contributed letters taken in the course of their regular work. Care has been exercised to select letters of various lengths, form, and character of contents. The verbiage has been in no case altered, but the addresses and signatures, for obvious reasons, are omitted, and may be supplied by teacher or pupil, as may be seen fit. A facsimile of a model typewritten letter may be found at the end of the book.

## Miscellaneous:

1. Dear sir:—We enclose our check for \$25.34, covering our account for last week. Yours truly, (16 words.)

2. Dear sir:—We enclose part of our letter of Sept. 23, which was missent. If you have not already given your attention to the matter, we trust you will do so on receipt of this. Yours truly, (37 words.)

3. Dear sir:—Since writing you yesterday, we have received your check for \$30.00, which we are placing to the credit of your account. This leaves a balance of \$23.82, as per statement enclosed. Please protect our draft for the amount, which we will make on the 28th. Yours truly, (49 words.)

4. Gentlemen:—We are advised that you are in trouble, and write to ask that you will inform us at once what the condition of affairs is. If there is any just cause for your reported attachment, we are surprised at your having made the recent purchase from us. Please let us hear from you promptly. Yours truly, (57 words.)



5. Gentlemen:—Our draft of the 23d inst. comes back to us without explanation. We are very much surprised at your allowing it to be returned. We think there must be some mistake about it, as the account is long past due, and we must request an immediate remittance covering it.

Please oblige us by sending a check for same by return mail.  
Yours truly, (64 words.)

6. Gentlemen:—We have your letter of the 23d inst., and note its contents. We cannot understand why you repeatedly put us off in the matter of payment, as you have done. We are unwilling to allow the account to run longer. We name very low prices on our goods, with the expectation of having our bills met at maturity, and it is only on this basis that we do business with anybody. It is necessary that we should have the account settled in full this month, and we shall look for a settlement from you without fail, previous to Oct. 1.

Yours truly, (104 words.)

7. Gentlemen:—Your many favors are at hand, and we must apologize for not answering earlier, but the fact is, as you doubtless are aware, we have had practically nothing new about which to write. The market here still keeps steady, and trade is very good for the fall.

We have no orders to send you by this mail, but shall be most happy to send you one when opportunity offers. We thank you for sending us lists of prices, and keeping us posted in regard to the market in London, and assure you we appreciate your kindness.

Yours very truly, (100 words.)

(*Telegram.*)

8. Dear sir:—No invoice yet. Am hurrying shipments.

Yours truly, (10 words)

9. Dear sir:—We return your invoice of the 21st inst., for correction, which, as you will see, is \$2.10 short. Please return corrected bill, and oblige

Yours respectfully, (28 words.)

10. Gentlemen:—Please ship our order No. 964, to Malden, by Boston & Maine, from Boston, as it is the cheapest way to ship to Malden. Please add this direction to our order, and oblige

Respectfully yours, (36 words.)

11. Dear sir:—The check you promised us three weeks ago has not yet reached us. Since then several calls have been made at your office, unattended with success in finding you. We now beg to say that a check for the amount of our bill, \$464.75, received by tomorrow, will be satisfactory, and greatly oblige

Yours truly, (57 words.)

12. Dear sir:—Yours of yesterday at hand, in which you say that we shall receive our due as soon as possible. That is rather indefinite, and we now beg to notify you that, unless the account is settled this week, we shall put the matter in the hands of our attorney, for collection.

Trusting that you will make this step unnecessary by remitting at once, we remain  
Yours truly, (69 words.)

13. Dear sir:—We enclose statement of your account, now due, of which we must request an immediate payment. Please send us a check at your earliest convenience; or, if agreeable to you, we will draw on you at sight, on the 27th, for the amount of the enclosed bill. Please let us hear from you as soon as possible.

Very respectfully, (61 words.)

14. Gentlemen:—Please find enclosed a lawyer's letter, which explains itself. Please ascertain what the claim is, and let us know as soon as possible.

Yours respectfully,  
(26 words.)

15. Dear sir:—Your favor at hand. We mail to you catalogue and sample-book of our line of wall-papers of every variety known to this market, including both foreign and domestic goods of all grades and prices. We shall be pleased to receive your order, which will receive our prompt attention.

Yours truly,  
(54 words.)

16. Dear sir:—Why do we not hear from you in regard to your account, long since due? If the goods were not entirely satisfactory, we want to make them so; and, if they were, we want our pay for them. We wish your trade, but do not wish such slow accounts, as there is no money in them. Please let us hear from you at once.

Very respectfully, (68 words.)

17. Dear sir:—Yours of the 10th at hand, and in reply will say that we will do the best we can to get your orders along on time. As we stated to you before, the only cause of delay will be shortage of cars to load at the mill, and that cannot be helped. Will do the best we can to ship promptly.

Yours truly,

(65 words.)

18. Gentlemen:—On Aug. 7 we mailed you a copy for change in our "ad." We observe that for two successive issues since that day, you have made no change in the advertisement; neither have you placed us at the top of the column, as we bargained for. We consider these things proper subjects of inquiry on our part, and we expect an immediate explanation of this apparent neglect:

Yours respectfully, (70 words.)

19. Gentlemen:—Your letter in answer to mine, relating to repairing carriage that I purchased of you, duly received. How long would it take to repair carriage, if I ship it now? The carriage is at my summer residence, and I have been using it nearly every day, until my coachman pronounced it unsafe. In your judgment, will the carriage be safe to use the balance of the season? The spokes are started from the iron hubs, but, if they do not start any more, perhaps I could get along with it the remainder of the season. I would like your opinion on the matter. Awaiting your reply, I remain

Yours respectfully, (111 words.)

20. Dear sir:—We have had a great many complaints lately, from our shipper and teamsters, relating to the delay you cause them by not delivering goods promptly. In the future, when we send you a preparatory order, and you have not the goods, we shall expect you to notify us when the goods will be ready, and then keep your agreement, and deliver the goods promptly. We do not have reference to the delay caused by the strike, but it has occurred off and on ever since we have traded with you. If our account is of any importance to you, we advise you not to have this occur in the future. If it does, we shall charge to your account, twenty-five dollars for each and every case where you cause us this delay.

Yours very respectfully,

(137 words.)

21. Dear sir:—Our man has just seen Mr. Smith, regarding the goods of ours that are in their New York office. Mr. Smith stated to our man, that he would have nothing to do with the matter, as to helping us reclaim our property, and that the only way we could get our property, would be to go to New York, and replevin the same from the Adams Express, in New York. This would be, as you know, véry expensive for us. We think Mr. Smith is acting very singularly in this matter, and most unbusinesslike; for why he should discriminate between Brown & Co. and us, and assist Brown & Co. to get their goods, we are at a loss to understand. We wish you would see Mr. Smith, this morning, and see if the matter can not be arranged.

Awaiting your reply by bearer, we are

Yours respectfully, (150 words.)

22. Gentlemen:—The Champion cash box that I ordered from you, is all, and even more than I expected. I know of no better arrangement as a safe place for important papers.

Yours respectfully, (33 words.)

23. Dear sir:—We enclose our check for \$37.50, in payment of enclosed bill, which please receipt and return, and oblige

Yours truly, (22 words.)

## Furniture:

24. Gentlemen:—Your postal in regard to barber chairs, duly received. In reply will say that all we know, after looking over your lease, is that the amount is \$25.00, and we decline to make any discount thereon.

Yours respectfully, (39 words.)

25. Dear sir:—Yours of the 9th at hand. We send you today general catalogue of household goods. If you will send us a list of the articles you desire, with the prices you wish to pay for same, we will give you terms on the amount.

Yours truly,

(48 words.)

26. Gentlemen:—Yours of the 12th at hand. We send you by express today, our book of photographs, which will give you a better idea of the goods than any description in the catalogue. The prices of goods are cash. If purchased on instalments, five per cent. is added for the accommodation. We shall be pleased to receive your order. Hoping to hear from you again, we are  
Yours respectfully, (69 words.)

27. Dear sir:—Your letter of the 21st, received. In regard to the mistake you claim, would say, we bought the pillows at the price you billed them first, and marked and sold them accordingly; and, as it was your mistake, we don't see why we should be the losers. You may cancel our orders for goods, unless you choose to fill them at same prices.  
Yours respectfully, (67 words.)

28. Dear sir:—Your postal inquiring for barber-furniture, duly received. We send you by mail today, catalogue of barber-chairs. Prices in catalogue are cash. If you wish to purchase on instalments, five per cent. will be charged for the accommodation. Please send us a list of the goods you want, and we will make terms as low as possible. Awaiting your reply, we remain  
Very respectfully, (67 words.)

29. Dear sir:—Please send us one imitation walnut cabinet bed. Your cheaper grades of beds all appear to be in small sizes. The principal demand here for this line of beds, is for full size. Could you make us Nos. 12, 16, and 11, four feet four inches in width, the same as some of the higher-cost beds? We think we can do considerable business in this line of goods, if the prices are not too high when made in the larger sizes. Please answer at once, quoting prices.  
Yours respectfully, (92 words.)

30. Gentlemen:—We have just learned that you are about furnishing a hotel. As we make a specialty of that kind of business, we mail you today condensed circular of household goods, over which we would like to have you look; and, when you are ready, we should be happy to receive a call from you. If Mr. Smith is not in, inquire for Mr. Pratt, who would be happy to show you through our stock. If you will let us know by return mail, about

the time you will be ready to furnish your hotel, we will be pleased to send a man to see you. Awaiting your reply, we remain

Yours respectfully, (113 words.)

31. Dear sir:—Enclosed please find copy of your lease, and receipt for \$25.00. We regret that we can not comply with your request. We made the trade in good faith, and do not consider it our fault that you cannot get the rooms you desire. It seems to us that not being able to get rooms ought not to stand in the way. It will not be long before you can get rooms, at which time we will ship the furniture, and date your payments from that time. Therefore, under the circumstances, we cannot refund any of the money.

Very truly, (101 words.)

32. Dear sir:—Your telegram, ordering three crimson mohair-plush Rochester barber-chairs, duly received. We have given order to have them entered, and forwarded to you at once, and hope the chairs will arrive safely. If there is anything in the way of cup-cases, work-benches, sitting-chairs, or other furniture, that you desire, we shall be pleased to correspond with you in regard to the same. As soon as you receive the chairs, examine them; and, if they are all right, send us a check for the amount, deducting what you have to pay for freight, and send us freight-bill as a voucher. Awaiting any further orders you may have, we are

Yours respectfully, (117 words.)

33. Dear sir:—Replying to your letter of Aug. 2, we would say that the carpet you ordered had to be manufactured at the carpet-factory. It only came in yesterday, and was made up immediately, and will be shipped to you by express today. We regret the delay, but it was not our fault.

Referring to the blankets that go with the sixty-dollar set, the salesman says you did not wish them, and he put in a rug to take their place. If you will be kind enough to bring or send your freight-bills when you settle your lease, the amount of same will be allowed you at settlement.

We note your request for Smyrna rugs, and they will be sent with the carpet. Hoping this is satisfactory to you, we remain

Yours respectfully, (136 words.)

34. Gentlemen:—Your favor received. Please find circulars enclosed. Most of our cases are special, and made from drawings. We quote you twenty-five per cent. discount from list-prices of Nos. 3 and 4. The price of No. 2 is net. If you want a special case to file articles of different sizes, and will furnish drawings, we will furnish estimate. Our cases are universally admitted to be the only dust-proof arrangement made. Hoping to receive your order, we are  
 Yours truly, (82 words.)

35. Dear sir:—Yours of the 16th, at hand. We mail you, as requested, our catalogue of wood mantels. These are of attractive designs, and are made and finished in the best manner. When you get ready to buy your mantels, send us a list, with catalogue-numbers, and we will see what concessions can be made from catalogue-prices. .  
 Respectfully, (60 words.)

## Boots and Shoes:

36. Dear sir:—Yours of the 24th is at hand, and contents noted. I did not understand that you wanted all your goods packed in twenty-four-pair cases, and so have packed only those so ordered. I have now instructed my shipper in the matter, and they will come right in the future. As I did not understand the matter, I trust you will cross off the charge of \$1.24, which you made, as I cannot allow it; and I will see that the goods come packed right in the future.  
 Very respectfully, (92 words.)

37. Dear sir:—Yours of the 17th at hand. We find that it is our fault that the boy's veal goods are not made fairstitch. We shall put some goods into the works tomorrow, and give you some within three weeks. In regard to boys' veal goods, they were all made without fairstitch. If you can use them as they are, under the circumstances, we will give them to you at \$1.00. If you can not use them at that price, you may reship them to us. In regard to the heels, most of our parties have been complaining because

they are too high, and, for that reason, we made them a little lower. The two cases of youths' button were made like the sample. If you can use the boys' veal shoes, we will ship you the balance, if you wish. We will hold them until we hear from you.

Very respectfully, (152 words.)

38. Dear sir:—Your letter of the 20th inst. is received. In regard to Q. goods, I will make them at the same price, and will also make the veal goods seamless at the old price. Trusting I shall have the pleasure of filling your future orders, I remain

Very respectfully, (50 words.)

39. Gentlemen:—Yours at hand, and contents noted. I told you, I would make the men's line of goods seamless, at the same price, but on the youths', I did not agree to any such thing; as, at the price I make them for you, I can not afford to make them seamless. I will make them at the same price as last season, piece-vamp; or, if you want them seamless, I shall be obliged to charge you five cents a pair extra, or \$1.65. This is the best I can do on these shoes. The men's I will make seamless at the old price. The youths' will wait until I hear from you in regard to how we shall make them.

Very respectfully, (124 words.)

40. Dear sir:—Yours of the 20th inst. is at hand, and contents noted. If you insist that the calf shoes at \$2.50 are no better than the \$2.45 goods, I will allow you the five cents a pair; and I trust you will be able to use the goods I have shipped to you. Awaiting your reply, I am

Very respectfully, (61 words.)

41. Dear sir:—Yours of the 21st inst. is at hand. The case No. 660 was made to correspond with the last Jewell samples you had in men's. If you consider it my fault that the case is made wrong, you may keep the case at \$1.50. I am sorry the order was misunderstood. Awaiting your reply, I remain

Very respectfully,  
(60 words.)

42. Dear sir:—I find the two cases you wrote about on the 12th inst. should have been made fairstitch. If you can use them at five cents per pair reduction, do so; if not, you can return them to John Jones, 34 Duane St., New York City; and I will make them over for you, if you wish it. In regard to Kangaroo shoes, it has



been impossible for me to get stock; but I am beginning to receive it now, and will soon be able to ship. Very respectfully,

(90 words.)

43. Dear sir:—In regard to Kangaroo goods, I can say that I will make you a sample of Kangaroo stock, which I think will please you; and will be able to make the price somewhat less to you. Will send you sample next week, and will give you ample time to decide the matter then. Very respectfully,

(57 words.)

44. Dear sir:—Yours of the 17th, inquiring about the price of my reliable shoes, at hand. Will make Dongola tops and seamless vamps, either button or bal., for \$1.75 for youths', and \$1.65 for boys'. Shall be pleased to hear from you in regard to any of the above goods, and will try to give you goods that will be satisfactory in every respect. Very respectfully,

(66 words.)

45. Dear sir:—I mail you one shoe of russet calf, which I can sell you for \$2.25. If you can use any like this shoe, should like to hear from you. Mr. Shaw has not sent in your order yet; but, as soon as he does, I will mail you a copy of it. Trusting this will be satisfactory, I remain Very respectfully,

(63 words.)

## Lumber:

46. Dear sir:—What about the fourteen-inch matched boards for our roof? We have heard nothing from them.

Very respectfully, (20 words.)

47. Gentlemen:—Will you please send us infreight-bill on car of cedar shingles which you paid for yesterday? By so doing, you will oblige Yours truly,

(26 words.)

48. Dear sir:—We enclose you schedule of Oregon pine, which we have shipped from the cargo of Jones Bros., and the amount of which we have passed to your credit. Very truly,

(32 words.)

49. Gentlemen:—In regard to the car of rough spruce boards, will say that they are all sold; and, as soon as we receive answer

on the same, as to the amount and contents of the car, and find it correct, we will remit. Very respectfully, (45 words.)

50. Gentlemen:—Can you ship us at once, a car of laths, nine thousand pine, and the balance spruce? If you can, advise us; and we can send you an order for such a car. Please advise us by return mail, and oblige Yours truly, (44 words.)

51. Dear sir:—Please send us by return mail, your very lowest figure for pine covering-boards, to be 12x16 feet, planed on one or two sides, and matched. Good average width. An early answer will greatly oblige Yours truly, (41 words.)

52. Dear sir:—If car N. Y. & N. E. 1342, shipped on our order, to John Smith & Co., has not been forwarded, please hold the same, subject to our order. Will order it forwarded at once, changing destination. Very truly, (41 words.)

53. Gentlemen:—In regard to yours of the 23d, will say that cars 1795 and 26,084 will be unloaded by Brown & Jones, who have orders for the same. Car 1292, you will please forward at once to our address at Middleboro, on the special rate quoted us, and oblige. Very respectfully, (51 words.)

54. Dear sir:—In reply to your inquiry for spruce dimensions, will say that we do not think we can give you satisfactory price, as we have no rates on that section that are satisfactory to us. Hoping that we may be able to do something for you in the future, we remain Very respectfully, (54 words.)

55. Gentlemen:—Regarding your order for 1x10-14-16 feet, we have advices from our mill that 1x10-12-16 is the best they can do. Trust this will answer all right. If we get no word from you, we will let the order stand 1x10-12-16 feet. Yours truly, (62 words.)

56. Dear sir:—We enclose you invoice of your car of spruce boards, as per order given to our Mr. Hardy, and trust you will find the same satisfactory. Please examine this car at once, and, if you will be able to use another car at the same price, please advise us. Should be pleased to hear from you at once in regard to the above. Very respectfully, (67 words.)

57. Gentlemen:—We enclose you check for \$241.40, in settlement of your two bills enclosed. These bills we have settled on the same basis as our settlement with our customer, making only such discount as we made to our party. We also enclose you note in our favor, endorsed to you, in part settlement for two cars live-edge boards, as shipped to Boston. Please send us a receipt for the same, on account, and oblige  
Yours truly,

(77 words.)

58. Dear sir:—We have a call for random hemlock boards, to be ten feet and up, and a good width. Please advise us whether you have any such, by return mail, and your price, less commission. The market here will stand \$11.25, less five per cent. commission.  
Very truly,

(49 words.)

59. Dear sir:—We send you freight-bill of car of shingles, also bill of lading of the same, and wish you would correct the overcharge. The car, as you will see, was to be shipped via Rochester; but, by some error it went to Lowell, causing the overcharge on the cars between Lowell and Clinton. Please send the bill of lading, and remit the overcharge at your earliest convenience.

Yours truly,

(71 words.)

60. Gentlemen:—We have shipped you on the 24th of this month, car No. 75, consigned to Boston, to stop over at Lowell, loaded with three-inch spruce plank, and trust the same will have your attention. In regard to the lumber about which we wrote you, as being shipped wrong, we find that it was simply an error of our shipper in copying the wrong check, and the car is shipped correctly; so you may go ahead with it on arrival.

Very respectfully,

(83 words.)

61. Dear sir:—In regard to your inquiry concerning the butting of the sixteen-foot plank, will say that all the planks which are to be kyanized, should be butted, on our order 446, and on order 319, only those should be butted that are sixteen feet in length. We think you will understand. We wired you today in regard to order 515, to hurry the same as much as possible, as our party is now waiting for the stock, which is to be used as staging. Please hurry it along as fast as you can,  
Very truly,

(97 words.)

62. Gentlemen:—We enclose you order for two cars, and wish you would be particular in filling the same, and see that they are all right, as they are sample cars; and, if satisfactory, the whole lot will be closed out at once. We send you check as per bill enclosed, less two per cent., agreeably to the talk with Mr. Jones. The cucumber has just arrived, and has not been unloaded; so we cannot tell anything about how it is running.

Very truly, (83 words.)

63. Dear sir:—Learning that you have some nice clapboards to sell, we write you that we should be glad to dispose of some of your stock for you. As you are aware, clapboards are very plenty, and the market is “way off.” We think we can offer you \$20.00 for extra six-foot six-inch, and \$24.00 for clears, f. o. b. Boston. We desire correspondence on the subject. There are four of us selling, and we have a good chance to work off a great many. In your answer, please state by what road you can reach Boston.

Very respectfully, (101 words.)

64. Gentlemen:—We enclose you schedule for Providence, for which our customer is in a great hurry. Please do your best to get this out at once, as this is the first schedule of hemlock that we have been able to sell to this person, and we have guaranteed three weeks on this order. This is ample time, if you see that it is shipped at once. Cut the lengths as near as you can to the schedule, and do your best to ship on time.

Very respectfully,  
(87 words.)

65. Dear sir:—In reply to yours of the 23d, will say that we are selling the party who had your boards at Fall River, and find him to be a very reasonable person, as we sent him two cars a short time since, which were too wet for him to use at once, and he only charged us the expense of stocking them up, which we thought very reasonable. We do not think he would enter complaint unless he had cause. We think that the boards must have got wet in some way.

Very respectfully, (95 words.)

66. Dear sir:—We enclose you corrected order No. 794, which we wish you would substitute for one of the same number sent you on the 21st. Be sure the car is consigned to Halifax instead of Worcester, as in the original order. Please see that this is attend-

ed to. We wish to give you more explicit directions about shipping our order No. 33, to North Adams. It should be shipped to North Adams via Hoosac Tunnel and Fitchburg roads. Please add these directions to the order, and oblige Yours truly,

(90 words.)

67. Gentlemen:—We were obliged to wire your people at Kalamazoo to forward their rates, as we were bothered a great deal to know how to ship. It seems as if ten days was enough to copy that schedule of rates; so please hurry, if possible. Will you please have your kindling-wood man send us by express at once, a box of his bundles of wood, to show our customers? Also his prices on the same, delivered at Boston, and the points reached by your hemlock-rates, as we wish to sell over all New England.

Very respectfully, (97 words.)

68. Gentlemen:—Please wire us the price on the following bill of lumber, delivered in Boston at the Eastern Survey. The cargo will be made up of 33,000 feet twelve-inch, a very small portion of which will be 6x12, none over twenty-six feet in length, and the majority easy lengths. The rest, to make 60,000 feet, will be small stock for the house; and the balance, to make 100,000 feet, will be made up of yard stock, running from 3x5,—none larger than 8x8. This lumber must be delivered in Boston, in three weeks from receipt of order by you. Please wire us the lowest price at which you can furnish the stock, and oblige Yours respectfully, (123 words.)

69. Dear sir:—We enclose orders for three cars of shingles. We trust this will have your attention. You give us a great deal of trouble by billing your shingles by the thousand, as tariff here on shingles is much above the actual proportion of weight. Where they are shipped on other lines, they take their tariff from the number of thousand, as shown on the waybill. Our arrangement with the road is upon a rate of \$3.25 per thousand. Now, if you must let your station-agent know the exact number of thousand, to establish his rate, please have him bill them as on a car of 29,000 pounds, and leave off the number of thousand. We are very glad to have you specify the contents of cars on the waybill which you send to us. We think you will understand the importance of the above. Your drafts have all come to hand, and are paid.

Yours truly, (158 words.)

70. Dear sir:—We have your memorandum of the 17th inst., but can not tell by it, what order it is intended to fill; and so do not think it prudent to accept your drafts in settlement for the same, until we know it is satisfactory to our customers. In filling our orders, it is very essential that you follow the directions fully, and no more, as our customers order only what they need, and their trade runs in peculiar channels. If the stock you have sent us proves satisfactory to our customers, it will be all right. Otherwise you will have to advise us what to do, as you have shipped stock that we can buy here in Boston at less price than you bill it on cars there. We refer to the mouldings. The prices, with the exception of the mouldings, are all right. Very truly,

(147 words.)

71. Gentlemen:—As to shipping stock over the Empire line, we presume we shall be obliged to use their rates, until we get something better; but there is no profit in it. If they weigh cars as they have been weighing them in the past, it will be well to be careful and not overload, as you will see by bills sent in, that the excess is in tariff, and not in special rates. If you catch them weighing a brakeman, please see that he is forwarded and delivered. In regard to pine at Port Allegheny, you will see that it is impossible for us to advise you or him to cut it, without more extended knowledge of the logs. If the logs are free from knots and shakes, it will be well to cut it into 2—3-inch stock, 14—16 feet long. 1-inch stock also sells well in this market, if free from knots and standups. It must be sound, tight-kneed, and with no large branch-knots. This stock is used for roofing, and will bring more cut this way than cut into boards. We find you are getting behind in shipping our orders to Providence and Swanzey. Please see that they are hurried along as fast as possible.

Truly yours, (217 words.)

72. Dear sir:—Car 4542, shipped to Greenfield, weighed 44,000 pounds. Your people must use some judgment in loading stock direct from the saw, as some of the logs that have lain in the water, will weigh four pounds to the foot, while others that have lain on the bank for some time, will weigh not more than three pounds to the foot. We want you to ship the full capacity of the car; but

you must use the utmost caution not to overload, even if there is more called for on the schedule than will go in the car. In such case reduce the quantity proportionally, but be sure to ship under 40,000 pounds, or the capacity of the car, whatever it may be. The car that you shipped to Boston was overcharged some \$20.00, and with our small margins we can not stand such charges. There will not be much danger of overloading dry boards, but there is great danger of overloading green stock. You will notice that we are sending in several orders for boards direct from the saw. We will be cautious not to take any orders for seasoned lumber until you are in condition to fill them. We have written your company to see if Mr. Clark can not be induced to put a planer into his mill, to help us out, as we are getting sadly behind. In regard to freight matters, will say that you must have the N. Y. & N. E. and Erie rates adjusted at once, or we shall be obliged to drop a large part of the Connecticut trade. In regard to the logging dogs, we will say that, if the links and rings are not strong enough for the jerking that it will give them, as we saw you handle logs, they can be made a trifle longer and larger. Please let us hear from you in regard to this matter.

Yours truly, (323 words.)

## Gums and Dyestuffs:

73. Gentlemen:—Enclosed we hand you invoice and bill of lading of the ten barrels of varnish, shipped on the seventh. Thanking you for the order, we remain Yours truly, (29 words.)

74. Dear sir:—Your favor of the 31st inst. reached us this morning. The barrel of manganese was shipped on the seventh, and bill sent direct. Please let us know on receipt of this letter, if it has arrived; and, if not, we will have the railroad company trace it. Yours truly, (50 words.)

75. Gentlemen:—Your favor of the 24th inst. is at hand, and contents noted. We are shipping you the barrel of shellac, as per enclosed invoice and bill of lading. Thanking you for the order, and trusting to be favored with more business, we remain Very truly yours, (47 words.)

76. Gentlemen:—We have your favor of the 12th inst. We are shipping you the gum, as per instructions. Invoice and bill of lading will be forwarded by next mail. In regard to Zanzibar gum, we are out of the grade you require, at present. We expect 350 cases on the "T. H. W. Pegg," now due. On arrival, we shall be happy to fill your order for the same. We can confidently recommend this gum to you, knowing it to be the very best quality, and in every way suited to your needs. We can not fill your order for umber, as we do not expect a new supply before the latter part of next month. Regarding manganese, we have every grade in stock, and send you samples of our No. AA1 and No. X3. No. AA1 is the very best ore taken from the mines, and is generally used by glass-makers throughout the country. Our price is eleven cents per pound in ton lots, and twelve cents in less than one ton. No. X3 is a very low grade, which we can offer you at three and five-eighths cents per pound, delivered. Trusting to be honored with your orders, we remain  
Yours truly, (206 words.)

## Publishing and Stationery:

77. Dear sir:—Three years ago, I introduced your business practice into our college-work; and, after these years of testing, I am happy to say that I am more than pleased with it. You are to be congratulated upon your success in contriving a system of business practice so complete, carrying the student as it does, through the most interesting and essential details of business, exchange, etc., in such a way as to make the work both pleasing and profitable.  
Very respectfully, (82 words.)

78. Dear sir:—There has been a delay in binding your job, which was unavoidable. The remainder will be sent you tomorrow afternoon. Hoping this will explain matters satisfactorily, I am sir,  
Yours respectfully, (33 words.)

79. Gentlemen:—Your letter, requesting estimate on binding, became mislaid, and did not come to hand until this morning. I



feel confident I can meet you in regard to price and quality of work. I will bind one thousand thirty-six-page pamphlets, wire-stitched, "Simplified Phonography," for \$3.85. This price is on a single thousand; but, on a fifteen or twenty-thousand lot, I could quote you much more advantageous figures. If the sheets are delivered early Monday morning, I can return the books in the afternoon.

Yours respectfully, (87 words.)

80. Dear sir:—I enclose samples of some new ribbons and carbon. If you would like to take a supply of these ribbons and carbon paper, I will furnish the ribbons for \$3.00 per dozen, \$18.00 per half gross; the carbon paper at \$1.25 per hundred, \$12.00 per thousand. Kindly let me hear from you at your earliest convenience.

Very truly yours, (61 words.)

81. Dear sir:—We will sell you the brushes at \$1.60, with the understanding that you are not to sell to the trade. All goods you buy must be sold at full retail price. We will sell you bath-brushes at eighty cents, not to be sold for less than \$1.50 each. We are sure you can make some money on them, because they bring us more money than anything else we have ever advertised.

Very truly, (76 words.)

82. Gentlemen:—In reply to yours of the 11th inst., we will state that we cannot allow you a larger discount on notebooks than we have formerly; viz., twenty per cent. We are selling out these and all other stationery, except ribbons, carbon, and manifold tissue.

Yours respectfully, (48 words.)

83. Dear sir:—In reply to your communication received this A. M., will state that I will sell you the paper at list-prices, less forty per cent. The paper will be put up in paper wrappers.

Yours respectfully, (38 words.)

84. Dear sir:—Since sending you your pens fitted with holders, we have not heard from you. We desire to know if you are suited with the holders. If not, we want to make them satisfactory, in any way we can. Our repeated success in furnishing stenographers with satisfactory pens, has been very gratifying to us.

Very respectfully, (57 words.)

85. Gentlemen:—Enclosed we beg to hand you receipted statement of your account to July 1. Mr. Thomas Wood, Tremont St., your city, can supply you at the same discount; and, as it will save you express charges, we respectfully refer you to him. Mr. Wood keeps a large stock of our goods. Very respectfully, (54 words.)
86. Gentlemen:—Yours of the 21st at hand. We will furnish you the electrotype you approve. We can not furnish an electrotype in "Art Gothic." Yours truly, (26 words.)
87. Dear sir:—We take pleasure in mailing you today specimen books of "Beale's Business Series." A hasty glance will convince you of their utility. We will furnish these books for introduction, for \$.60 per dozen. We will prepay all mail or express charges. These books have been adopted by many commercial schools and teachers, and are heartily endorsed by more than four hundred of the leading business teachers of the country. We believe you can make no mistake in adopting them for use in your class, and trust we may have your order for the same. If you use our "Complete Course in English," you can not fail to do good work in teaching this difficult subject. Yours truly, (119 words.)
88. Dear sir:—Your favor of the 17th inst. is at hand. I shall be pleased to receive a copy of your textbook, for review. I send you by express, prepaid, twelve copies of the "Phrase," worth \$4.20, which I will be glad to have you accept for the bill, which is enclosed herewith for receipt. Yours truly, (57 words.)
89. Gentlemen:—By a most unfortunate oversight, a few copies of the "Business Teachers' Journal," belonging to advertisers, have not been sent, yours among them. I hope you will pardon the error. I send a copy by this mail. Yours truly (39 words.)
90. Dear sir:—Yours of the 17th inst., with reference to "Business Punctuation," is at hand. We have this day shipped the fifty copies, as per your order. Trusting they will be satisfactory, I remain Respectfully yours, (36 words.)
91. Dear sir:—We send you by mail a descriptive illustrated catalogue of our publications. Any cut that you may require, we will furnish you, free of cost. On small lots, we will allow you forty per cent. from list-prices; on lots of \$50.00 net, an additional ten per cent. off amount of bill. Yours truly, (56 words.)

## Express:

92. Dear sir:—I have never been instructed that the Acadian Express Co., in Bannerstown, were receiving through trunks of South Shore matter; and it does not often happen that we have this very large shipment of small packages. Ordinarily, of course, we should not wish to trunk our regular line of business to South Shore messenger; but I thought that this messenger, running from North Pembroke to Bannerstown, and only handling through business, had plenty of time to check our freight. I hope we shall not be asked to trunk through either North or South Shore matter, for this reason: We have great trouble in tracing our Western matter satisfactorily, as the Grand Junction messengers do not check; and, if West Shore messengers do not check, we shall have no way of tracing our "overs" and "shorts," and getting reports of same that will be at all satisfactory. Yours respectfully,

(150 words.)

93. Dear sir:—We have on hand at this office, a lot of elevator-machinery, addressed, "A. & H. Headley, State, Corner of Water Street." Our driver says they told him there, they knew nothing about it. It is from L. F. Scott & Son, Rochester, N. Y. Can you give us information that will enable us to deliver this?

Very respectfully, (61 words.)

94. Dear sir:—Under date of Nov. 23, we wrote Mr. Jerrold, saying that, in order to make covered transfer of prepaid vouchers, and matter under seven pounds, it is necessary that we should have the Acadian local tariff-sheets sent us, and that Mr. Barton keep us posted on changes. Will you please send me two copies of each, one for the infreight-clerk, and one for my own binder. Our new auditor is getting very particular, and issuing five-cent error-letters against this office; and, in order to avoid any mistakes, I wish our infreight-clerk supplied with your rates.

Yours respectfully, (103 words.)

95. Dear sir:—When I was in Anthem, in charge of the American & Adams Express Cos., we arranged to divide on printed matter. Mr. Marston, agent of the U. S. Express, took a lot of printed matter from us, and billed it through over the B. & O. line to Philadelphia. Will he do the same now, billing over the N. Y. C. & H. R. line? We do a very large printed-matter business, and would rather bill them to you, if you will take half-charges, than give Philadelphia, Baltimore, and other common points of the Adams, to the mail. Please send me a list of those common points to which Mr. Marston will divide, if any. Very respectfully,

[121 words.]

96. Dear sir:—Yesterday morning, I telegraphed you to deliver \$50.00 to S. Garland, Care Arlington House. At three, I received your message, asking if we should pay; and, by the same messenger-boy who brought it to me, I sent an answer, saying, Yes. Mr. Garland telegraphed 17 Devonshire St., this A. M., from Worcester, asking why the money was not sent. Griffin & Co., are naturally indignant, and we must show that it was no fault of our company. Please state what effort you made to deliver this money; what time Mr. Garland left Putnam; and at what time you received my first message. Very respectfully, (107 words.)

97. Dear sir:—Has this package been received by you through any other channel? Another package, to replace this, was sent by consignor to consignee, but consignor had only one sample to send. The original, which we are now trying to trace, contained two samples of polished granite. Please consult with consignee, and let me know as soon as possible, and oblige

Yours respectfully, (63 words.)

98. Dear sir:—Will you please get me definite instructions regarding this matter? My clerk says he has written three or four times. Your early attention will greatly oblige

Yours very truly, (31 words.)

99. Dear sir:—Herewith I return you corrections from Kansas to Ontario. You will notice that I have included common points of the Central in New York, such as Buffalo and Rochester. We have always taken such matter through to Boston. It was in our

last list of offices, and therefore should have been in this. We are not allowed to take matter from the Adams or National Express Cos., which we have been billing to New York for transfer; therefore there may have to be some corrections made in Pennsylvania, New York, Maryland, etc. I have not heard from Mr. Hall, yet, regarding it. We do not take any New York City from Boston, and Maryland and New Jersey points should be erased, I suppose.

Yours respectfully, (126 words.)

100. Dear sir:—The Boston & Maine R. R. delivered a box of almanacs to the Inland Express. I have this day refunded them \$1.35. Please call at their office, and get a box of almanacs to distribute. Do the work as low as you can, under the special agreement for that kind of matter, and expense me cost, and I will hold voucher of \$1.35 here. Yours respectfully, (68 words.)

101. Dear sir:—As these casks were "over," same party to same party, they should have been billed at pound-rates, and only \$1.15 should have been collected of consignee. Consignor has entered complaint. Please refund forty-five cents to consignee. Apply to your route-agent for voucher, and let me know by letter when done. Yours truly, (56 words.)

102. Dear sir:—Under date of December 12, Mr. W. W. Barrows, dealer in fresh fish, meat, poultry, etc., in this city, requests us that his goods be not sent C. O. D., because, he says, our agent does not treat his C. O. D. matter right. Please investigate. I quote what he says: "Our expressman here, keeps a meat-market, and formerly sold fish. He has a grudge against me, and consequently will not deliver my goods, if the bill is not here. He does it for spite. He kept the last, with the crabs and lobsters in, until they were frozen, because the bill did not come. If you will send my goods not C. O. D., I will send you a check," etc. If consignee's charge has any foundation, it will clear us entirely with shippers. Yours respectfully, (140 words.)

103. Dear sir:—Gen. Agent Bagster of White River Junction, writes to Mr. Barnes, saying that he is sure that the Northern Express Co. are carrying poultry from White River Junction to Boston, at less than net weights, and wants to know if the American

can not catch them at it. Under date of the 4th, Supt. Bates, of the Adams, says, "We drove the Northern off the Barton line, nearly a month ago, by weighing their freight, and finding that they did not give full weights. We did it putting a man on the train at North Berwick." As the American interest is larger than the Adams, suppose you suggest to Mr. Samuels that your company do it this time west of North Berwick.

Very respectfully, (126 words.)

104. Dear sir:—I am informed by the American Express Co., in regard to C. O. D. matter originating in New England territory, which is billed to New York, for transfer, that you do not place collections in transfer-wrappers, as the American Express Co. bring collections from here to Boston. Would it not be well to use transfer-wrappers, so that you could get collections so as to bill them back to points like Portland? Yours respectfully,

(77 words.)

105. Dear sir:—Referring to your letter of Oct. 19, giving special on paid collections and C. O. D.s, please return to me, with attached papers, for filing in this office. Mr. Benjamin's circular, of April 15, attached, says, from all points in his division, paid C. O. D.s of \$10.00 and under, twenty-five cents; paid collections not requiring protest, \$10.00 and under, twenty-five cents.

Yours truly, (66 words.)

106. Dear sir:—I do not know how we can put it in any plainer English than to say what I have said before, that I want the morning waybills brought up to this office before noon, and that the afternoon waybills should come up not later than five o'clock, so that Wilcox can check up for the day's work, before going home, if he chooses. Yesterday's came up this A. M., and today's have not turned up yet; and we have been wanting them to answer some questions of Boston parties. Never hold a waybill. If goods are short, make a memorandum on your book of same, and send them up promptly to this office. Always consult me, if in doubt about anything.

Very respectfully, (125 words.)

107. Dear sir:—One of the trunks from you last night, marked "Rockford, Ill.," was without a seal. As last night was the first

night we had begun to examine your trunks, we think that the previous errors charged to us, were caused before we received them, for the reason that the messenger says that the trunks were not even looked at between here and Chicago, by yourself or anybody else.

Yours respectfully, (72 words.)

108. Dear sir:—"Paid" means "Paid through," every time. Don't forget this. I refer now to a lot of calendars which came "Paid through" to New York, the other day. You only booked part as "Paid through," and it will necessitate a great deal of grumbling on the part of consignee to consignor. Return this with your acknowledgment.

Yours respectfully, (59 words.)

109. Dear sir:—The Gilbert Electric Co. used to ship from New York to Boston, by our line. Their New England agent told me today, that they have lately been shipping a great deal by the Adams Express Co. He did not wish to be mentioned in the matter, as he says it is none of his business which way they ship. Please see if you can not get the business, but do not mention where you got the information.

Very respectfully, (81 words.)

110. Dear sir:—Freight car No. 280, which was loaded by you, Sept. 5, was not properly packed, as the grapes came in here in a heap, one large pile having tumbled over. We had to pay for thirteen baskets, damaged. Please have more care used in loading these cars, so that all will come standing up straight.

Very respectfully, (59 words.)

111. Dear sir:—In regard to the detention to dynamo, would say that, under the circumstances, we did the very best we could with this. One solicitor jumped on the wagon, and went with the driver after the dynamo, and another was at the car, and tried to load it into the fruit-car, but the great weight lowered our wagon so that we did not have enough men to load it into the fruit-car. Therefore we had to do the next best thing, and take it around to the platform, and load it into the Troy car.

Yours truly,  
(100 words.)

## Tea and Coffee:

112. Dear sir:—Please deliver to E. R. Bond or order, two boxes of tea, consigned to us, and now at your station, awaiting delivery.  
Yours truly, (26 words.)

113. Dear sir:—Your order for English blended tea is received. Our large sales of this article render it impossible for us to fill orders as promptly as we would wish, but we have entered yours, and will forward same at the earliest date possible. Thanking you for the order, we remain  
Yours truly, (53 words.)

114. Dear sir:—Your card of the 23d inst. reached us Saturday. This is the first intimation we have had of your order, on receipt of which we forwarded the goods promptly, and trust they will reach you in time for your needs. We are unable to fill the order at the same price we did in April, but have named you our very lowest price, fourteen cents, which is very cheap for the grade of goods. We trust it will be satisfactory to you. Very truly,  
(86 words.)

115. Gentlemen:—We have received the paper kindly mailed us, showing your advertisement on the O. D. coffee and other goods. It is a great satisfaction to know that our customers have confidence in them. We exercise the greatest care to maintain the high standard of the O. D., and have proof of our success in the increased demand we are having for it. Wishing you continued success, we remain  
Yours truly, (71 words.)

116. Gentlemen:—We are today in receipt of payment from E. L. Putnam, about whom we wrote you on the 16th inst.; so that his account is now square. The bill of insurance you sent us appears to be correct, but what is the cause of your being obliged to pay such a high rate as one and one-half per cent.? Your previous rate was three-fourths of one per cent., and that seems to be sufficient. We are classed as a high risk here, on account of our coffee-roasting machinery; but, notwithstanding that, get our insurance at a less rate than you are charged. What is there in your neighborhood of such a damaging nature?  
Yours truly, (117 words.)



117. Gentlemen:—We have some demand from among your customers, for our celebrated O. D. coffee, and are taking the liberty of mailing you today, a fresh-roasted sample of it, together with one of our choice brands at a slightly lower price. These are both very fine goods, and we shall be glad to interest you in them. Please do us the kindness of giving our samples a careful trial; and, if you find them desirable, as we believe you will, we shall hope to have an order from you. We ship these goods in air-tight tin cans, holding fifty pounds each, thus protecting them from injury in shipment, and preserving them in prime condition for the consumer.

Yours truly, (121 words.)

118. Dear sir:—We have your order for coffee, given to our Mr. Bates, for shipment at this time. By referring to our file, we find he sold you five hundred pounds of Java, at twenty-four cents, in December, 1886, to be reserved for your order. We find that you used none of the goods until three months from the time the contract was made, and have had one lot since, which was shipped you in June. This leaves three hundred pounds remaining on the contract. We can not afford to carry it any longer on this basis; but, if you desire to take the remainder of the contract now, on sixty days, we shall be pleased to deliver it, with the understanding that the bills are to be met when they mature. We await your reply, trusting that you will enclose with it payment to cover bill of June 25.

Yours truly, (152 words.)

119. Gentlemen:—We have your letter of the 17th inst. The two packages for C. J. Dana, Fairfield, were shipped Sept. 8, with a bill for same, as requested. Did you intend to have us draw on A. E. Case, on the 23d, without giving him notice, or shall we notify him in the usual way? He has been slow pay with us always, and while we would like to sell to him, we, at the same time, think it best to follow him pretty closely for payment. We are mailing Mr. Ford samples of Young Hyson, as requested.

Yours truly, (100 words.)

120. Gentlemen:—Your letter of Sept. 22, enclosing check, as stated, is received. We are sending the bill to Colton & Co., in place of the one sent to Carter & Hollis, and are much obliged to you for correcting the mistake. The cases of two-pound cans of

Mocha and Java contain but twenty-four cans; and it was owing to carelessness on the part of our packer, that your case was stenciled "24" instead of "30." We will look out for it in the future. We have made correction on credit-memorandum of Sept. 22, George Jarvis, to read "No. 165." We understood you to say, in a recent letter, that you had collected the account of Hind Bros., 425 So. Harvard St. They owe a bill of May 20, sixty days, for \$46.38. We find no payment from them entered on your collection-sheet of Sept. 22, and think it may have been overlooked. Kindly advise us regarding it. J. A. Down, St. Paul, Minn., remits to cover his purchase of June 27, made through you, deducting \$1.30 freight, which he claims was according to agreement. Will you please advise us at once if he is correct?

Yours truly, (200 words.)

121. Dear sir:—Replying to your letter of the 11th inst., we will say that we are desirous of having you successful in the competition for the order of Mr. Brown, of Lewiston, and will guarantee to duplicate the tea fully at thirty cents, and trust you will be successful in securing his order. We shall soon be ready to ship our English blended teas in bulk, in good style, packed in cans similar to our coffee-shipping cans, neatly labeled, each package holding forty-five pounds, with no charge for the package. Our T. K. brand is a remarkable tea in its cup-qualities. It seems to us that it has just that full, heavy flavor which will please most of your trade. We have been obliged to advance our prices on F. and L. coffees, to twenty-five and twenty-six cents, respectively. Prices on other goods remain as before.

Yours truly, (150 words.)

## Agricultural:

122. Dear sir:—Yours at hand, and contents noted. We send you by this mail, samples of our prepared hen-feed, which we shall be pleased to have you give a careful trial. It is composed of pure blood and bones, and is the finest article of the kind ever offered

to the trade. The net price to consumers is \$2.00 per cwt., f. o. b. Boston. Special terms will be given, if you desire to handle the goods.

Very respectfully, (80 words.)

123. Dear sir:—In reply to yours of even date, requesting remittance of our account to date, will say that we shall be obliged to decline payment of account, until the matter of the damaged washtubs has been settled. We think that you ought to allow us at least sixty per cent. off on these goods; and, if you will alter statement accordingly, we will send a check at once.

Very respectfully, (71 words.)

124. Dear sir:—Your favor of yesterday, enclosing order, at hand. We send you by freight today the goods you desire, with the exception of the knives and fingers for Buckeye mower, which we will have to order from the factory, as we do not keep them in stock. Trusting the goods will be satisfactory, and that we may receive your future favors, and thanking you for this order, we remain

Very respectfully, (72 words.)

125. Dear sir:—Your favor, asking prices on our haymaking machinery, at hand. We send you herewith circulars of Buckeye mowing-machines, Perfected horse-rakes, and Standard hay-tedders, of which we request a careful perusal. The reason we recommend the Perfected Champion horse-rake, is the fact that it can be more easily managed than any other rake in the market, as well as being the only practical self-dumping rake. Whether you use one-horse or two-horse rake, you will find it to be the lightest draft and easiest-operated rake you ever used. Thanking you for your inquiry, we remain

Very respectfully, (105 words.)

126. Gentlemen:—Please enter our order for ten dozen No. 6 White Line Queen brooms, at \$2.50 per dozen; fifteen dozen No. 6 plain-handle hurl brooms, at \$1.16 per dozen. Please send at once, as we are in need of them.

Very respectfully, (43 words.)

127. Gentlemen:—Our Mr. D. H. Thompson has finished working for us, feeling that our business was of so much detail, that he preferred to give it up. This will make no difference, however, with the talk we had with you, as we have put a young and thoroughly competent man on the road, who will do it justice. We

write this in order that we may not allow you to think he is going over the road exclusively, when such is not the case. We remain  
Very truly, (88 words.)

128. Gentlemen:—Your favor of the 14th inst. duly received. We send you by this mail, full descriptive circulars of the Buckeye mowers and reapers. The prices quoted you on the same are f. o. b. at your place; and, if you take them here at the store, we will make you freight allowance on the same. Terms, net cash, on receipt of the goods, or thirty days, if good references are furnished. Trusting that we shall hear from you again in this connection, we remain,  
Very truly, (87 words.)

129. Dear sir:—We notified you some time since, that we must receive a remittance from you by return mail, on your account, which is long overdue. If the plows were not satisfactory, you should have notified us; and we should have been pleased to make them good. You made no claim of the kind, until long after your account was due; and, when we sent a man to examine the goods, we found they had been sold, and you had received the money for them. We were disposed to be lenient with you, but there is a point beyond which forbearance ceases to be a virtue. Trusting we shall receive a check by return mail, to cover the whole amount, we remain  
Very respectfully, (125 words.)

130. Dear sir:—Your letters of the 12th and 15th insts., came duly to hand, but we have been unable to attend to them before. As we wired you Saturday, do not accept Freeman & Co.'s compromise-offer, while there is any possibility of our getting the whole amount due us. Orders Nos. 6819, 6821, and 6822, have been entered and passed to the shipper; but we must decline filling order No. 6820, until we have better knowledge of the standing of Hart & Co., as they are not rated in good standing. We should hesitate to ship such a large order, in such a state of uncertainty. We send you by this mail, card containing some alterations from list of prices on nails, screws, and other builder's hardware. We are somewhat surprised that you made such a low figure on those field-cups to Condon & Gray; and, if it was not to close out our stock, we should not think of filling an order at such a price. If you can

not sell goods at a fair profit, don't sell them at all. We are sending today full instructions how to act in the matter of the damaged pails and tubs you wrote about in your last letter. Trusting you will follow same to the letter, we remain

Yours truly,

(221 words.)

131. Dear sir:—Yours requesting catalogue and export-prices, at hand. We send you by this mail, a number of circulars of the different implements we handle, and quote prices as follows: No. 6 Champion horse-rakes, \$18.00 each, f. o. b. Boston; Improved North American plows, knocked down at factory, thirty-five per cent. from list; Thompson horse-hoes, knocked down at factory, \$7.00; f. o. b. Boston, \$7.25; nailed canal-barrows, knocked down New York City, \$1.35; cucumber-wood pumps, f. o. b. Boston, fifty and ten per cent. from list; Mosely & Stoddard barrel churns, f. o. b. Boston, thirty per cent. from list; plunger churns, thirty-five and five. Hoping to be able to do some business with you, we await your convenience.

Very respectfully, (126 words.)

132. Gentlemen:—Your few lines on bottom of bill noted. We admit it looks a little bit slim; but we have been so mixed up with this Whitmore matter, that we do not feel like ordering more than one handle at a time, as we had on hand quite a number at the old prices. About the first of January, we will buy some of your goods, and also a stock of repairs, and keep them on hand. Wish you would give us your bottom prices, terms, etc., if we will push your goods. We remain

Very respectfully, (97 words.)

133. Dear sir:—Your inquiry duly received. We enclose you circulars of our potato-digger, and quote you ten and five off, if cash accompanies order, and ten per cent., if accompanied by good Boston references. We will make you special agent's discount, if you will take two or more of them, and try to sell them. Hoping you will try this, as we know it will give you perfect satisfaction, we remain

Very respectfully, (74 words.)

134. Gentlemen:—Yours of the 25th at hand and noted. We would like to have you send us a sample fork, so that we can see the goods, and judge for ourselves what we can do with them; and, if satisfactory, will give you an order. Awaiting your reply, we remain

Very respectfully, (52 words.)

135. Dear sir:—Your inquiry for prices of plows duly received. We enclose you our list. The lowest price at which we ever sell them, is list-price, five off for cash, thirty days. These plows are warranted to give satisfaction in every case. If you wish the agency of your town, and will order two or more of them, we will give you special agent's discount. Hoping to hear from you further in this connection, we remain, Very respectfully, (79 words.)

## Theatrical:

136. Dear sir:—During the month of November, my Boston Symphony Orchestral Club are engaged in a number of cities in your vicinity, for concerts, including Y. M. C. A. courses, and I have concluded to write and ask you whether you would not like to secure one of these entertainments. My company consists of an orchestra of seven first-class artists. My program is a very novel one, and will be very popular with audiences. If you should like to secure one of these concerts, an early reply will oblige  
Yours truly, (92 words.)

137. Gentlemen:—Your postal card came to hand, and in reply will say, in case you are organizing a course of entertainments for the coming season, since my Orchestral Concert Company has to go into your section of the country anyway, I could furnish you a concert at a very low figure, comparatively speaking. If you will kindly inform me as early as possible about this matter, I will give you an immediate answer as to terms and details.  
Yours truly, (80 words.)

## Advertising:

138. Dear sir:—I beg to call your attention to the enclosed circular concerning my forthcoming "Guide." I guarantee the edition to be one thousand, the book to be printed upon fine paper,

with title in gold, on back. Hoping to hear from you soon, and to receive your order for continuing your advertising, I remain

Very respectfully, (57 words.)

139. Dear sir:—By this mail, we send you a copy of the "Business Teacher's Journal," for examination. Its character and standing equal that of any other educational paper published, and its value as an advertising medium is second to none. It will afford us pleasure to contract with you for space, and we believe you would find the investment profitable. We will insert the enclosed advertisement in a space of one and one-half inches, one month for \$2.00; three months, \$4.00; six months, \$7.00; one year, \$12.00. Prices cheerfully made on any other space you may desire. Respectfully soliciting an order, we are Yours truly, (105 words.)

140. Dear sir:—In reply to yours of the 24th, I would say that the rate for one-quarter page, as by our rate-slip sent you, would be \$7.65 a month, fifteen per cent. discount from total. I neglected to tell you that we have announced the quarter-page-rate, in one of our circulars, to be \$7.00 a month. I enclose an amended rate-slip. At the rate of \$7.00 a month, twelve insertions with fifteen per cent. discount, would make the total \$71.40. It is our invariable rule not to cut rates, so this is the best we can do. Your commission is included in this figure. The cost of one inch for one year, as by rate-slip, would be \$12.42, your commission included.

Very truly, (128 words.)

141. Gentlemen:—We take pleasure in calling your attention to our enclosures, guaranteeing that all yearly advertisements inserted in our paper will appear in 1,644,000 copies. Our guarantee is based on the present actual circulation, and the probabilities point to upwards of 2,000,000 copies, as being not an unsafe estimate. Kindly notice that we do not claim that all this number is our regular subscription-list, for 300,000 of the number will be sent out as sample copies, in a special edition in November. We would further ask your attention to the fact that our special summer offer of twenty-five per cent. discount for cash with order, expires, positively, with the last day of August. Hoping to receive your order, either direct or through any authorized agency, we remain

Yours respectfully, (129 words.)

142. Gentlemen:—We take pleasure in sending you a copy of the "Business Teacher's Journal," with the compliments of the publishers, and would be pleased to have you examine the same, with a view to using it as a medium for your advertising. It is the largest and most widely-read educational paper in the country. We can offer you the benefits of a sworn circulation of 40,000 copies monthly. We have decided on a special rate of fifteen cents per line, on all shorthand advertisements. A trial order is solicited.

Very truly yours, (93 words.)

143. Dear sir:—Replying to your letter of August 17, our very lowest terms for seven-line advertisement [one-half inch] one year, are \$40.75. From this, if you wish to take advantage of our special summer offer for cash with order, we will deduct twenty-five per cent., making net-cash price \$30.56. We should be pleased to receive your order, and will stake our reputation on the assertion that, if your advertisement pays you in any paper, it will pay you in the "Journal."

Yours truly, (85 words.)

144. Gentlemen:—We send you prepaid this day, a package containing what we believe to be the most interesting document ever issued to advertisers. It embraces a novelty in the way of photo-engraved likenesses of about one hundred of our customers, the leading newspaper advertisers, together with fac-simile letters from each, relating to their opinions of our lists, gained from actual experience. We trust you will be impressed with the volume, strength, and honesty of such indisputable testimony.

Yours truly, (80 words.)

145. Dear sir:—Your letter of the 18th received. We shall be happy to receive and print any advertisements you may send us, we to allow you twenty-five per cent. discount from our regular rates, as enclosed. Your scheme of clubbing advertising terms strikes us as both novel and good. Hoping to hear from you, we remain

Yours very truly, (59 words.)



## Machinery:

146. Gentlemen:—In June, 1886, we purchased of you two "Nonpareil" typewriters, and have used them constantly ever since. We use one of the machines in our business, and the other is employed in preparing matter for the press. The perfect alignment, the ease with which corrections can be made, and the beautiful appearance of the work accomplished, leave nothing to be desired. There is no excuse for printer's errors and mistakes.

Very respectfully, (73 words.)

147. Dear sir:—Thinking that you are interested in the latest-improved wood-working tools, we enclose you our circular, which describes our latest self-feeding saw-tables and our new line of automatic cut-off machines. We have recently introduced two new sizes of self-feeding saw-tables, our lightest and our heaviest, and think the line is now complete. Our new Lightning automatic cut-off machine is nearly as great an improvement over old-style machines, as is our self-feeding saw-table over a common ripping-table. We will take pleasure in quoting you our special prices on any of the machines, and guarantee them to be the very best, in every way, in the market. Yours truly, (119 words.)

148. Gentlemen:—We enclose you a circular descriptive of our steam pumps and hydraulic machinery, to which we respectfully invite your attention. We guarantee first-class materials, workmanship, and operation, and absolute reliability in every particular. We would call your attention to the duplex action of our pump, its freedom from shock or jar, and its smooth, noiseless running, under all conditions of service. It is probable that you may be in the market now, or at an early day, for something in our line, either for boiler, feed-tank, or fire-service; and we should be pleased to open a correspondence with you on this subject, and quote you prices, etc. Reckoning by plunger-displacement, at a given piston-speed, our prices are far below those of single-cylinder pumps of corresponding capacity. Very truly,

(135 words.)

149. Dear sir:—There is but one thing for me to say of the “Perfect” typewriter. It more nearly fulfils my idea of what a machine that takes the place of the pen ought to do, than any other typewriter that has ever been invented. In this respect it meets the needs of those who wish to use the typewriter for original composition. I have grown to like my machine so much that I seldom use a pen in writing. Very truly, (81 words.)

150. Gentlemen:—This office has been established fifty-four years, and we have always been the first to introduce improvements in machinery, etc. We were the first to use the composition-rollers in this part of the state. We had the first “Yankee Card-Press,” the first “Ruggles Jobber,” and the first “Adams Book-Press” brought to this city. We have had also the “Gordon,” “Globe,” “Universal,” “Monitor,” etc. When we wanted another job-press, last summer, the “Golding Jobber” was recommended to us by your agent. We were prejudiced against it, as we thought it was an amateur press. He, however, prevailed upon us to try it. We did so, buying a quarto, and have ever since been highly pleased with it. The automatic brayer fountain, the ease of adjusting impression, and its great speed, make it the favorite of our press-room. Very respectfully, (143 words.)

## END OF BOOK ONE.

[The compiler wishes here to express his thanks to those of his former pupils who have assisted him in the preparation of this book, by contributions of letters taken from dictation in their respective positions, and his thanks are especially due to Misses Jennie F. Woodbury and Lizzie M. Stone, and Messrs. Oscar C. Davis, Geo. L. Marvin, W. H. Heigham, Irving N. Chase, and Frank H. Oliver, each of whom contributed largely in this way to the contents of the book, as well as to the late Miss Grace H. Dawes, by whom the letters were prepared for the printer.]

## Vocabulary of Technical Terms:

- account, record of dealings between two parties
- "ad.," advertisement
- alignment, the straightness of a line of typewriting
- amateur press, a press for amusement
- attachment, a legal process of taking possession of a person's property to secure payment
- auditor, one who inspects accounts, etc.
- automatic, self-acting
- bal. (balmoral), laced
- barrel churns, shaped like a barrel, and usually rotating
- bill of lading, a bill describing goods sent by freight or express
- blended, mixed thoroughly
- bottom prices, lowest prices
- branch knots, knots where branches grew
- brayer, in printing, a hand-roller
- butting, squaring the ends of logs, etc.
- button, buttoned shoes
- cabinet-bed, a bed folding into a cabinet
- calf, fine leather made from calf-skin
- carbon, transfer-paper
- case, a box of shoes, usually twenty-four pairs
- check (express), a memorandum-mark
- check (bank), an order on a bank, to pay money
- clapboards, narrow boards, thicker on one edge
- clears, free from flaws
- c. o. d., collect on delivery
- common points, cities or towns reached by both parties
- composition-rollers, inking rollers, made of patent material
- consign, to entrust goods to another on sale
- consignor, a person who sends goods
- consignee, a person to whom goods are sent
- contract, an agreement between two or more parties, to perform some act, in return for some consideration
- covered transfer, sent in wrappers, covers, envelopes, or trunks
- covering-boards, inferior quality boards for covering framework, etc.
- cucumber, a variety of wood
- cwt., hundredweight
- domestic, relating to or made in this country
- Dongola, a variety of cheap kid
- draft, an order on a bank or in-

- dividual to pay money for some one else
- duplex, double-acting, or in two parts
- dynamo, an engine for generating electric force
- easy lengths, easy to handle
- electrotype, a block cast from type, for printing
- error-letters, letters calling attention to errors
- extra, unusually good
- fairstitch, a kind of stitching on shoes
- feed-tank, a tank supplying water to boilers, etc.
- field-cups, small wooden vessels
- file, place on file
- fifty and ten per cent., fifty per cent. off, and ten per cent. from the remainder
- f. o. b., free on board, i. e., delivered free of cartage-expense, to car or vessel
- fire-service, relating to furnaces, etc.
- fountain, a receptacle for furnishing ink to a press
- freight-bill, a bill for freight-charges
- full, heavy flavor, a rich and strong flavor
- green, unseasoned
- hay-tedders, spreading-machines
- high-risk, dangerous, liable to catch fire easily
- horse-rakes, rakes drawn by horses
- hurl, a cheap variety of broom-corn
- hydraulic, run by water-power
- infreight, freight coming to a certain place
- impression, force with which type and paper come together
- invoice, a descriptive bill of merchandise
- "overs" and "shorts," *more* articles than are on list, or *less*
- job press, a printing press for small jobs
- jobber, see job press
- kangaroo, a kind of leather
- knives and fingers, the cutters of a mowing-machine, and the parts which hold them
- knocked down, taken apart
- kyanized, treated with a cyanide mixture, to preserve
- live-edge, with the bark on
- locals, expresses running short distances
- logging-dogs, implements for hauling logs
- manganese, a variety of mineral dye-stuff
- manifold-tissue, very thin paper, for taking extra copies of writing
- matched boards, boards whose edges are grooved and tongued to fit together
- maturity, time when a note or bill is due
- mouldings, ornamental wood-work

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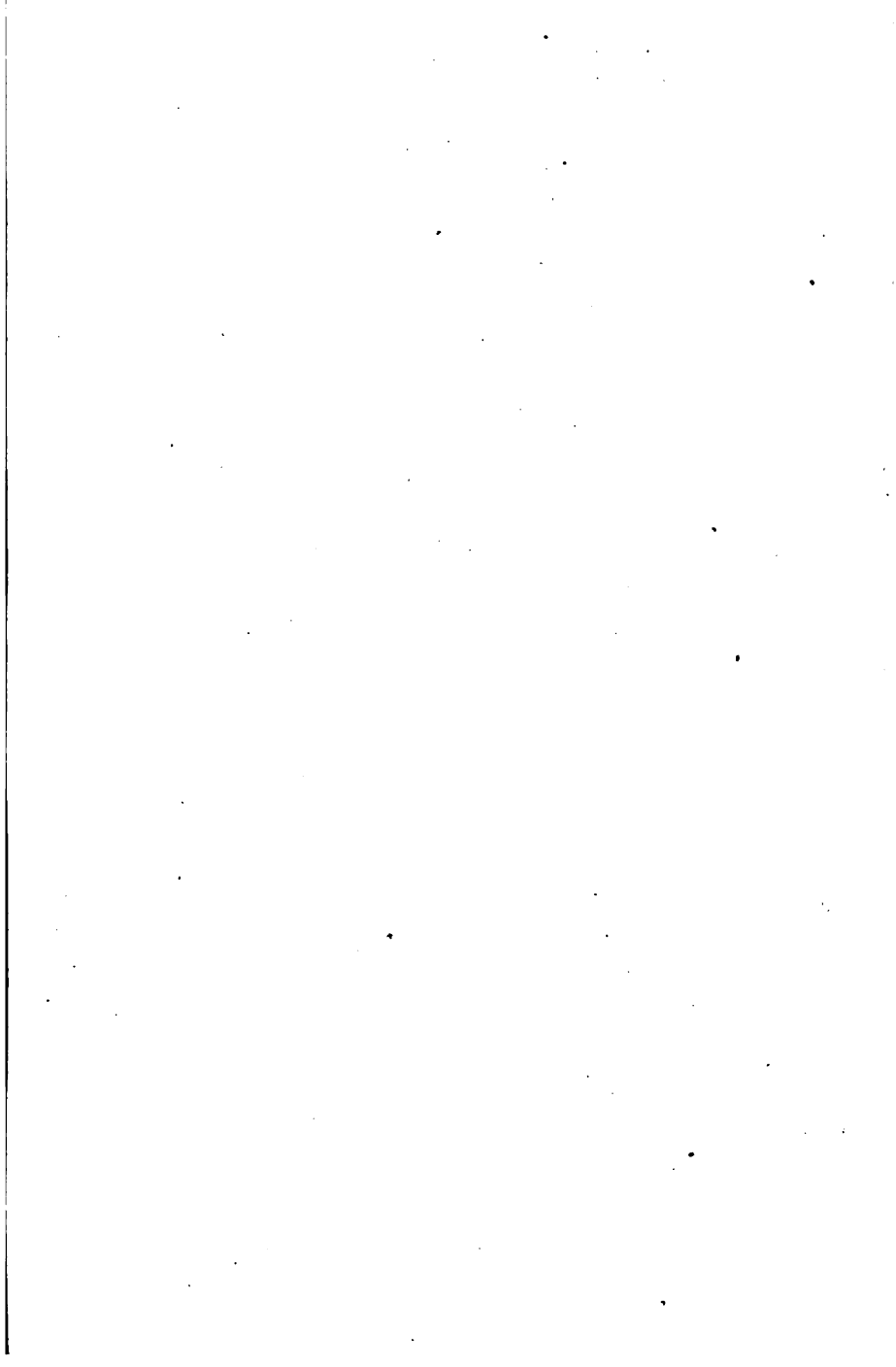
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